

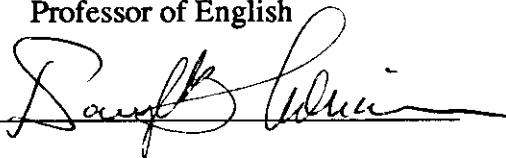
A Handbook to the Technical Writing and Editing Internship at Argonne National Laboratory:
Inside Information from an Expert

An Honors Thesis (HONRS 499)

by

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A handwritten signature in dark ink, appearing to read "Daryl B. Adrian", is written over a horizontal line.

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ABSTRACT

This handbook to the technical writing and editing internship describes, to potential interns, the internship from an "insiders" point of view. The handbook was developed to give potential interns the information that they should know before arriving at Argonne National Laboratory. Personal experiences have been combined with reference materials to give an inside look at the skills that are important to the internship, the type of work performed during the internship, and the advantages of the internship. The handbook will still the fears that the intern may have and will give the intern an idea of what to expect at Argonne National Laboratory.

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A very important thank you goes to my supervisor, Clifford M. Caruthers, for his patience and understanding and for his help and knowledge. He made my internship not only possible but very enjoyable and rewarding as well.

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PREFACE

I have spent the last two semesters of my college career as a technical writing and editing intern in the Computing and Telecommunications Division (CTD) at Argonne National Laboratory in Illinois. I went into the internship with many fears and unfavorable expectations. Most of my expectations were wrong, and my fears unfounded. The internship has been an invaluable experience and an immense asset to my educational and career goals.

The program that I participated in was the Science and Engineering Research Semester (SERS) through the Division of Educational Programs (DEP). The concept of the program is to encourage undergraduates to pursue advanced degrees in the science and engineering disciplines. Although most of the students participating in the program are in the science and engineering disciplines, the editing position has also developed. In this case, however, Cliff Caruthers developed the writing and editing internship to open up new avenues to English majors.

This document was created in PageMaker on a Macintosh computer. I have held to the conventions in style and format that I used as an intern at Argonne. I have also included my daily journals at the end of this handbook. They give an unaltered (and unedited) view of my life as the technical writing and editing intern at Argonne National Laboratory.

This project is almost purely creative. I have written this handbook from the experiences that I had as the technical writing and editing intern. The sections all cover areas that I would like to have known more about before I arrived at Argonne. In the few spots where I have used reference materials, I have noted them in the text.

1

On January 7, 1991, I embarked on a mysterious journey. This journey was to a place in Illinois--Argonne National Laboratory. Now, you must understand that I am from Illinois; I live only 40 miles from Argonne. However, I did not quite know what went on at Argonne.

Of course the word "laboratory" conjured up all sorts of images in my somewhat frightened brain. These images were of mad scientists with gray hair that looked as if they had been pulling it out of their heads. They were standing over beakers of frothing liquid that bubbled over like a witch's cauldron. Every now and then, they would rear their heads back like frightened horses and let out a maniacal laugh.

Of course, this is not what I found. What I did find turned out to be one of the most enriching aspects of my education. However, this realization did not come immediately. During my first several weeks as an intern, I found myself peeking around corners half expecting one of those mad scientists to leap out armed with a glass stirring rod.

Argonne National Laboratory?

Upon arriving at Argonne, I discovered that it is a world-renowned research and development facility. The laboratory is run by the University of Chicago for the United States Department of Energy (DOE).

Argonne research encompasses a number of disciplines, including computer science, physics, environmental engineering, mathematics, chemistry, and medicine. Many divisions around the Laboratory have editing staffs like the one in which I work. These staffs ensure that the

research being done at Argonne is documented in a clear form that is readable and understandable.

The Computing and Telecommunications Division (CTD)

If, in the future, you serve similarly as an intern at Argonne, you will be working in the Computing and Telecommunications Division (CTD). (One of the first things that you will learn is that Argonne uses hundreds of acronyms.) Luckily, Building 221 does not have any labs with frothing chemicals. However, you might flinch (as I did) the first time you see someone in a white lab coat walking towards you.

What I did find turned out to be the most enriching aspect of my education.

CTD is the division that is responsible for both scientific and administrative computing and for telecommunications capabilities at Argonne. You will be surrounded by computers and computer experts, and you will have a computer terminal at your desk. You will not work just for CTD; you will work for a section of CTD called User Services.

User Services

User Services provides documentation, courses, and consulting advice on the Laboratory's computer systems. As an editor, you will help maintain and distribute information about available systems, languages, software packages, and library routines through documentation (technical memoranda, revisions to technical memoranda, addenda, and newsletter articles). There is a constant update of old documents and a constant need for new documents.

2

With the mad scientists off concocting potions in another part of the Laboratory, I settled into my position as the technical writing and editing intern. It soon became evident that there were four major skills that I would use. As an intern, you will be using these skills every day and will therefore sharpen them to a professional level.

Necessary Skills

You should have some knowledge of and considerable competency in editing, writing, and interviewing. As an English major, this requisite should not pose a problem for you. These skills are probably part of your everyday life as a student (except maybe the interviewing skills).

Editing Skills

During your internship, you will be an editor first and foremost; editing will be your main function. Editing documents for CTD is much like revising papers for school. You will be looking for the same problems, plus a few more.

In the documents at Argonne, you must search for obvious problems (e.g., spelling errors, comma splices, run-on sentences, noun-verb disagreement), as well as some more obscure problems. You will have to watch out for parallelism in chapter titles, check for inconsistencies in titles of people and documents, check for accuracy in the information given in the documents, and check for correct formatting.

The format of the document (i.e., how the document looks on the page) is very important in CTD. Each type of document has a format that it

must conform to. For instance, in an ANL/TM, the chapter titles are always centered and always in all capital letters.

You will find some documents easier to edit than others. One contributing factor to easier documents is the writing ability of the author. Some authors write atrociously, and you will have to do a lot of editing. On the other hand, some authors write very well. Of course we all wish for the latter, but we will occasionally encounter the former.

I worked with a relatively unskilled writer during my first semester at Argonne, and I learned two valuable lessons: try your best to stick to what you know is conventionally correct, and do not be afraid to express your advice or ideas tactfully to an author.

The text in your documents must be conventionally correct; that is, it must follow grammatical conventions as well as CTD conventions. Many authors realize that they write badly, and they welcome your changes. However, some do not. It is best to back up your actions with an explanation of why your revisions are correct. I discovered that if you do not tell a person why something is wrong, you spend a lot of time correcting the same mistakes over and over again.

Try your best to stick to what you know is conventionally correct, and do not be afraid to express your advice or ideas tactfully to an author.

You should also never be afraid to voice your opinion about a document. Although the author may not agree with you, your opinion may lead the author to new ideas. If the author

does agree with you, you gain the satisfaction of really contributing to the project.

Writing Skills

You will not always be sitting in front of a document with a red pen in hand, ready to turn the document into pages of bloodshot red scribbles. Many times, you will use your writing skills. Sometimes, you will have a piece of text to write or rewrite or an entire document to write. Do not be alarmed at the prospect of writing a computer usage document (I was unnecessarily worried); the last two skills will help you with such a task.

In many instances, you will have to write or rewrite a piece of text from a document. You may have an incomprehensible piece of text that editing alone will not help. In these cases, you simply have to rewrite the text to make it understandable. You may have to confer with the author to sort out the important information. You should also allow the author to read the text over when you have finished it. The author's review ensures that you have not changed the meaning of the text or altered the author's intentions in any way.

Accuracy is one of the more important things to ensure when you edit a document, and researching questionable information will help to ensure that accuracy.

During the course of your internship, you may be faced with the task of writing a full document. When I was faced with this task in the first few weeks of my internship, I was terrified. I had no idea where to start. I soon discovered, however, that the job was easier and more enjoyable than I had anticipated. In fact, I was very excited at the prospect of having my name as an author on the title page of a publication.

To write a document, I had to exercise my researching and interviewing skills to a great extent. If you are given the assignment to write a document during your internship, it will be much like writing a research paper for a class at school. One different aspect is the fact that you can often take pieces of text (*verbatim*) from other CTD documents and place them into your new document, since such documents usually share a common authorship (though such borrowing is always carefully indicated in the acknowledgements). As a student, you know that this is not an option in scholarly writing.

I believe that writing a document will turn out to be easier for you than it may seem now. You will have many types of reference materials to gather information from, and you will also have the luxury of having experts around to answer any questions you may have. These experts can also let you know if you are leaving out any important information. In addition, you will use your researching and interviewing skills to help write the document.

Researching Skills

Researching skills are important to your editing assignments during the internship, as well as to your writing assignments. Research travels many avenues during the internship; it consists of more than sitting with a pile of books and taking notes. Research sources may be other documents, newsletter articles, memos, or consultants and other CTD personnel.

Researching skills are important to documents that you are editing when you want to check for accuracy. Oftentimes, you will come across some information (e.g., a title of a publication, a person's name, a computer system's name, etc.) that you will suspect is wrong. You will have to research the questionable material. It is infinitely better to look up something that you are not sure about than just to believe that the author is right. After all, it is your job to discover inaccuracies.

I worked on a document that cited several other documents as reference for further information. Most of the titles that I came across did not seem quite right. I decided to check them out myself, because the author was not sure of the accuracy of these titles either. It turned out that all of the titles were incorrect. If the document had been printed with the incorrect titles, it would have been very difficult and time-consuming for readers to find the documents they wanted. Accuracy is one of the more important things to ensure when you edit a document, and researching questionable information will help to ensure accuracy.

Researching skills are probably most important when you are writing a document or a piece of text (e.g., a paragraph, a section, or a chapter). You will research the several sources listed earlier and incorporate your findings into the document. For instance, if you are researching information for a chapter on the computer mail system at Argonne, you will want to look in a document devoted to this subject. (In this case, that document would be *Electronic Mail at ANL*.) Once you have found relevant information, you can write the chapter or place pieces of text (properly acknowledged) from the document into your chapter.

You may also want to find the person in CTD who is an expert in the field that you are researching. In the previous example, for instance, that person would probably be the author of the document about electronic mail. This person should be able to answer any questions that you may have, give you information that may have developed since the document was published, or even write a few sentences for you. Should this person not be able to do any of these things, he or she will be able to give you the name of someone who can. In these situations, you will use and develop your interviewing skills.

Interviewing Skills

As a student, you may not have developed your interviewing skills as much as the other skills mentioned. At Argonne, however, these skills are very important. You will spend hours every week interviewing people for information.

You may not always understand what the consultant is telling you, but...do not go away with unanswered questions or try to guess what the consultant may have meant.

Interviewing people for information can be just as important as looking up the information in a document. At Argonne, you have the luxury of having experts in the field to use as reference sources. There is at least one expert, known as a consultant, for each computer system. Once you find the correct consultant, he or she can supply the information that you need.

The difficulty with interviewing the consultants (as well as other CTD personnel) lies in the way you question them. It is very important that you know what you are looking for from the consultant. Consultants can answer your questions, but they can not read your mind. You may want to write out your questions to be certain that you do not leave anything out. Also, be sure the questions are specific; do not ask them in a manner that can lead to broad or vague answers. You should also provide the consultant with the context in which you will be using the information. Oftentimes the consultants can give you a better and more specific answer if they know how you intend to use the information.

Do not be intimidated when interviewing a consultant or any other CTD person. You may not always understand what the consultants are telling you, but they realize that you are learning and they will be patient with you. Many of the consultants supervise students or are even students themselves. If you do not understand something, ask the consultants to give you an example, or have them show you how something actually works on the computer. Do not go away with unanswered questions or try to guess what the consultant may have meant. If the consultant you talked to was not clear enough, ask someone else. Do not quit until you get a clear answer.

You will continually interview people for information during your internship. The consultants will be important sources of information, even if you just have a "yes" or "no" question. Because the consultants can provide very valuable information, it is important to question them carefully and skillfully. If you have not depended on your interviewing skills much in the past, you will certainly develop them at Argonne and become an expert at extracting the information that you need.

3

While I was at Argonne, I was given an incredible opportunity. My supervisor asked me to help him with a workshop at a conference in New York City; I was shocked and excited. Sure, I knew that people from Argonne attended conferences all the time. A lot of those mad scientists packed up their lab coats and flew to cities around the world to explain their bubbling beakers. But me?

Writing in the Workplace

I was very flattered to be a co-presenter at the 38th International Technical Communications Conference. My ego was especially boosted by the fact that I would be presenting a workshop with two people who had their Ph.D.s. We presented a workshop dealing with four specific topics that are crucial to improving your writing in the workplace. An intern must be aware of the fact that his or her supervisor feels that knowledge of these topics is essential. These four topics, which will definitely become important to you during the internship, are audience awareness, parallelism, active voice, and avoidance of jargon.

Audience Awareness

Audience awareness is knowing who your audience is and what it should gain from reading your document. Clear communication in technical writing (particularly) requires identification of who your audience is, the background of your audience, and what your audience knows and does not know. Only after you are aware of these things can you tailor your text to the audience.

At Argonne, authors usually analyze the audience when they fill out a "Publication Worksheet" before they write a document. The worksheet acts as a guide for the scope and organization of the document. You can find out from the worksheet who your audience will be, or, if a worksheet has not been filled out, you should ask the author.

It is very important to decide who the audience is, because the needs and capabilities of the audience will affect the way you write the document. For example, if you are writing to the general public about nuclear fission, you would probably use a simple analogy for the splitting of atoms, such as what happens when you shoot a cue ball into a cluster of pool balls on a break. On the other hand, if your audience is a group of nuclear scientists, you may want to speak in terms of the efficiency of the EBR II integral fast reactor or other current developments in the field.

Audience awareness is knowing who your audience is and what it should gain from reading your document.

Some of the documents that you edit or write in CTD will be to a similar audience--CTD personnel--others will be for a wider scientific community. If you are working on a promotional brochure, the audience may be visitors who are not familiar with CTD. In this instance, you will particularly discover the importance of audience awareness.

Parallelism

Parallelism is the principle that two or more elements (within sentences, chapters, or entire documents) parallel in idea should be parallel in form. By using parallelism, you can economize

on words, clarify the meaning of elements, and form a more clear relationship between the elements.

Let's look at a list* of chapter titles from a document that I was editing. Unfortunately, the chapters were published this way in the original document. I changed them (of course) during my edit of the document. The chapters included:

- Chapter 1: The Central VAX Cluster:
What It Is and How It Works
- Chapter 2: Getting Started with the
VAX Cluster Computer and VAX/VMS
- Chapter 3: Training and Other
Available Services
- Chapter 4: Using the VAX/VMS File
System
- Chapter 5: Tape Management
- Chapter 6: Printing VMS Files

(*List taken from *Using the Central VAX 8700 Computer at ANL* (ANL/TM 455), the old document.)

You will notice that the chapter titles are not parallel; some begin with nouns (Chapters 1 and 5) and others with verbs. To make the chapters parallel, we had to agree on one form. Since this is a user document, I decided to use the verbs. The verbs give a feeling of actually performing the skills. Here is the list** now:

- Chapter 1: Using the Central VAX
Cluster: What It Is and How It Works
- Chapter 2: Getting Started with VAX/
VMS
- Chapter 3: Training and Other
Available Assistance

•Chapter 4: Using the VAX/VMS File
System

•Chapter 5: Managing Tapes

•Chapter 6: Printing VMS Files

(**List taken from *Using the Central VAX Cluster at ANL* (ANL/TM 496), the revised document.)

There were several other changes for different reasons, but you can see that these titles are easier to read and work to tie the document together.

You should check for parallelism in the document's chapter titles and section titles and in any lists throughout the document. To create unity and smoothness in the document, it is important to keep these areas parallel. When ideas are parallel, the reader can anticipate the next element, and the reading and understanding will go smoothly.

Active Voice

Technical writing often overuses the passive voice, and other laboratories allow a large percentage of passive verbs; CTD discourages it. The CTD editing group is emphatic about using the active voice in its documents.

When you use a verb in the passive voice, your subject is the person or object receiving the action, rather than the person or object that performs the action. Such passive constructions slow the reader down (and are sometimes confusing) because the mind always tends to visualize actors performing actions, not actions being performed (sometimes by unnamed actors). Consider the following passive construction:

The superconducting supercollider was blown up by the mad scientist.

In this sentence, the subject is the superconducting supercollider. The mad scientist, though the

performer of the action, is only the object in the trailing prepositional phrase. To visualize the action, the reader has to transpose the sentence:

The mad scientist blew up the superconducting supercollider.

This sentence is clearer, more concise, and more readable. Only rarely is the object of the action really so important that it needs to be the subject of a sentence. Clarity and conciseness are essential to successful technical communication.

If you are not used to recognizing the active and passive voice, you may want to brush up on these areas. Study some exercises on the subject, and be sure that you have digested the difference between the active and passive voice.

Jargon

Words labeled as "jargon" are words that lose their specific meanings because writers have used them to express many different concepts. These words become confusing, especially if they become jargon in a particular field (e.g., in CTD, words like "input," "parallelize," or "interface"). For example, you should not normally use the word "support," because it can have such different meanings as "allow," "fund," "endorse," "provide," or "accommodate." Always be as specific as possible. (By the way, use of "support" particularly exasperates your soon-to-be supervisor.)

4

The four skills and the four areas of writing mentioned in the previous chapters are extremely important to the success of the internship. However, two personal attributes are equally important to the success of the internship. Without these attributes, you may struggle harder than necessary to succeed during your stay at Argonne.

Personal Attributes

To fit in easily at Argonne, you must have two very important personal attributes: the ability to learn quickly and the ability to work well with others.

Learning Quickly

The ability to learn quickly is important to any internship, but it is especially important to the technical writing and editing internship. Before you can really sit down and do a proper editing or writing job, you must learn the computer systems that you will be working with and the writing and editing conventions that CTD uses in its documents. You must catch on quickly to the procedures in User Services to accomplish a fair amount of work during your internship.

At Argonne, it is also important to learn quickly because the section that you will be working in is busy. User Services works on hundreds of documents a year, and the load is heavy for the editors. You will be relieving some of the burden, but you can not do that effectively until you learn the procedures and processes that you should be following.

Although all of the editors will be more than happy to help you, it is an asset to the work of all if you can learn quickly.

Working Well with Others

It is also very important at Argonne to be able to work well with others. You will be constantly meeting with authors and consultants, and you cannot effectively extract the information you need unless you can work with these people. You may also need to deal with people outside of Argonne. It is essential that you be able to deal with these people without feeling intimidated.

Two personal attributes are important to the success of the internship: the ability to learn quickly and the ability to work well with others.

I realize that you may not be used to working with other people on your writing assignments. I think that the biggest adjustment for me at Argonne was the fact that I had to count on other people to get my own work done. You will have to rely on others in the Division to give you the information that you need to complete your assignments. This fact is another reason that you need to be able to work with others. You will have to learn how to get the information that you need from these people.

5

Many of your fellow students will start off their internship learning chemical compounds from the scientists who are their advisors. By the time they leave Argonne, they will have useful knowledge of many scientific apparatuses. You, on the other hand, will gain useful knowledge about a different type of apparatus-- a computer.

Argonne Computers

While other students are off learning about chemical compounds, you will learn about computers. At Argonne, you will use two types of computers for word-processing: an IBM mainframe computer and a Macintosh personal computer. Within these two computer systems, you will learn many word-processing packages.

On your first day, you will probably be seated at a computer terminal and given a manual to work with. This really is the best way to learn how to use the computers. Exercises and tutorials will help you learn the basic commands. You will learn the more complex commands as you go along. Not only will your co-workers help you when you have difficulty, but several reference manuals will also be available for each word-processing package.

IBM Mainframe

You will probably start out your internship on the mainframe system. This system is much like the mainframe system at Ball State (i.e., the VAX system). You will have a password and a userid that allow you to gain access to the various mainframe programs.

You will work with a word-processing program on the IBM called Script Generalized Mark-up Language (Script/GML). You may be slightly intimidated when you first see a Script/GML file (I was), but you will soon discover that there is no cause for alarm. Script/GML will probably not look like any word-processing package that you have seen before (I thought that it looked like some foreign code). However, the program is actually very easy to learn.

Script/GML will probably not look like any word-processing package that you have seen before...[but it] is actually very easy to learn.

The mainframe also has an electronic mail system (just like BSU) that you will have access to. The system will automatically notify you when you have new mail messages. The system also notifies you of any changes or alterations in the mainframe system.

Macintosh Personal Computer

You will also work on an Apple Macintosh personal computer. You will probably not work on the Macintosh as much as on the IBM, but you will learn several different packages on the Macintosh. These packages include PageMaker, Microsoft Word, WordPerfect, FreeHand, and MacDraw.

The first three packages listed above are word-processing packages. You will soon learn that each package has its advantages and disadvantages. For example, PageMaker also has some graphics capabilities. You will learn how to choose the package that is necessary for your needs and also how to combine the packages to achieve a desired overall effect.

The last two packages listed above are graphics packages. You will use these packages to create graphics, charts, and figures. You will also learn how to include graphics from these

packages with text from the other packages. There are various other Macintosh packages that I have not mentioned, but you will primarily use the ones listed.

6

Now that you know a little about the computers at Argonne, you should know about the documents that you will be creating on the computers. Although you will work on several types of documents (e.g., addenda, memos, brochures, research reports), the staple document on which you will work is a technical memorandum (TM).

The Documentation Process

Technical memoranda are manuals that CTD provides for Argonne computer users, Argonne administrators, Department of Energy personnel, and the scientific community at large. These manuals enable readers to understand or use Argonne computing services and to be aware of computational science activities. These documents are usually written by experts from CTD in the particular fields being discussed, though we editors are frequently called upon to assimilate information from a variety of sources for inclusion in such documents.

At Argonne, documents go through many stages before publication. You can not just proofread a document and hand it in, as you may be used to doing at school. When you first meet with an author, you will discuss changes and additions (if you are revising an old document), or you may simply begin editing (if it is a new document). CTD recognizes four editing levels, aimed at eliminating the following linguistic flaws:

- Level I--grammatical errors, such as subject-verb disagreements; typographical errors and misspellings; inconsistent headings and non-standard pagination; errors in sequencing of tables, figures, references, appendices, etc.;

inadequate footnotes; parts of document in disagreement.

- Level II--all items in Level I; internal inconsistencies in acronyms, hyphenation, format, abbreviations, etc.; non-standard word use and punctuation; misplaced modifiers and sentence fragments.
- Level III--all items in Level II; faulty sentence structure; wordiness; overuse of passive voice; unclear figures and tables; non-standard format.
- Level IV--all items in Level III; any deficiencies in organization (e.g., poorly organized paragraphs, structurally deficient chapters, illogical overall organization).

(*Levels taken from *CTD Writing and Editing Standards* (ANL/TM 487), written by Clifford Caruthers.)

Your supervisor can tell you at which level you should be working on a document. However, you will always assume a Level IV edit when you are working on a new document.

CTD recognizes four editing levels, aimed at eliminating ...linguistic flaws.

When you finish editing a document, it goes out for review. The author will give you a list of people who need to see the document before publication. These people will review the document and send back their comments. You will give them a time limit for the review, but I know from experience that you will not receive all of the comments by the specified time. You will soon learn that you need constantly to remind people to complete their reviews. If you don't, you may never get back the comments from some people.

When you do finally receive all of the comments, you will begin the editing process again.

You will work with the author to incorporate the changes that everyone agrees on. If necessary (it almost always is), you will send out the document for a second review. This process repeats

until everyone is pleased with the document. Once everyone concurs (sometimes from exhaustion), you will send the completed document to Graphic Arts to be published.

7

The internship at Argonne National Laboratory is an asset to anyone's education, whether a person decides to continue with this type of work or not. It is beneficial to the person who decides to look for a job in technical writing, the person who decides to teach, the person who decides to continue an education, and the person who decides to write the "great American novel." The reason is simple: the internship provides good writing and editing experience.

The Advantage

Although there are other advantages, such as learning to work with others, learning to meet deadlines, learning to run a FAX machine, learning different computer systems, etc., the most important advantage is experience in writing and editing. Although you may be writing and editing in a different context after the internship, the practice you get at Argonne is invaluable, because you will improve as a writer in the process.

Career Choices

The experience that you gain at Argonne will probably help you decide on a career, and it will definitely aid in your search for a job. If you decide to stay in technical communications, Argonne will be a wonderful reference. You may not realize all of the jobs that you are eligible for, so here is a list* of titles that technical communicators use:

Technical writer
Technical editor
Technical writer/editor
Writer
Editor

Writer/editor
Technical analyst
Technical writer/analyst
Technical reports analyst
Analyst
Research Analyst
Technical communications analyst
Document analyst
Science writer
Medical writer
Engineering writer
Engineering editor
Hardware writer
Software writer
Information developer
Publications specialist
Documentation specialist
Communications specialist
Program specialist
Training materials writer
Proposal administrator
Publications support

(*List taken from Amsden, Dorothy Corner and Parker, Ann. *Up the Ladder or Off the Track: Career Paths for Technical Communicators*. 37th International Technical Communications Conference, May 20-21, 1990. Santa Clara, California.)

Other minor advantages to the internship include credit hours, a small stipend, pleasant living arrangements, and access to Chicago. However, the one advantage that truly matters in the long run is the writing and editing experience gained at Argonne.

The practice you get at Argonne is invaluable, because you will improve as a writer in the process.

APPENDIX A

Daily Journal

The following pages contain my daily journal. The journal is a frank look at my life as the technical writing and editing intern at Argonne. It expresses my unaltered views about my work and the internship. The journal covers the period from January 1991 to December 1991 (with a few months in the summer missing because I was at summer school).

Spring Semester Week One

*January 7--*My first day at Argonne was really exciting, ha! From 8:30 until about 2:30 I spent the day filling out forms and listening to lectures. I was finally released to find my new office around 2:30. Since I visited Gretchen (the previous intern) just a few weeks ago, I knew exactly where I was going. I had also met my supervisor, Cliff, and several co-workers. After applying for my computer password, I was immediately put on the IBM with a manual in hand. I read the chapters and completed the exercises. At 5:00 I went to a mixer on the cafeteria with my roommates. The other interns seem like a nice group, although I sometimes feel left out because I am the only intern who is not a scientist or a mathematician!

*January 8--*This morning I had to attend a few more lectures on fire safety and radiation. Around 10:30, I returned to my new office and my work with the IBM mainframe computer system. When 11:30 rolled around I was ready for lunch, my computer obviously was too. It went on the fritz! April and I decided to wait and see if things would improve after lunch, but of course they did not. We finally discovered that I had to dial a number on the phone to get the computer reconnected. How was I to know? Cliff and Marydale were both gone today, so I continued my work on the IBM. I did not start working on the Macintosh, because I did not have a clue which program Cliff would want me to start on. Instead, I looked over some of the final reports prepared by other interns and the document on the writing and editing standards.

*January 9--*After doing some running around this morning, I was given my first project, actually my first two projects! However, the first project required transferring a file from the Macintosh to CMS on the mainframe. Marydale and I worked from 11:30 to 4:00 trying to get the file to transfer. No go! We even called

Gretchen and asked for her help, but we were still stuck. We decided to take a break and work on it tomorrow. I am also going to a computing class tomorrow with Marydale for a couple of hours. I hope that I can get something accomplished in the morning.

*January 10--*Today was another uneventful day. Both Cliff and Marydale were gone all morning. I read a few more manuals before lunch. I went to the computing class with Marydale after lunch. The class was an introduction to the computing facilities and services in this department. It actually was pretty interesting. Tomorrow is Friday and I feel as if I haven't accomplished a thing. I keep waiting for it all to pile up on me at once. I hope that next week will start out more productive.

*January 11--*Well, things finally improved today. Cliff and I began to work on a document today: *Using the Information Organizer System at ANL*. We only worked on the document until noon. I think that I understand most of the things we did. At first, Script looked like some foreign code, but it seems as if it will be easy to get used to. Cliff had to leave for the afternoon, so I spent some time in the afternoon sending mail messages to BSU. Cliff and I figured out how to do it this morning. Marydale and I planned on tackling the file transfer procedure today, but she left early because of the weather. It is snowing like crazy! I think that I shed a little light this afternoon on the office transfer procedure. I finally felt like a productive member of ANL society today. However, it is the weekend, and the productivity can be put on hold.

Week Two

*January 14--*It is Monday morning. Cliff is not going to be here today. Marydale and I spent a while looking at the file transfer procedure. John Jasunus came in to help us and he did it in about five minutes! Well, at least it is over with. We made several corrections on the procedure that

we had been following. After conquering the transfer, I resumed my work on the *IFS* document. However, I got stuck in the afternoon and no one was around to help, so I put it away for a while. When Marydale returned (she went to a safety meeting) she helped me out of the hole I was in with the document. I finally got on a roll in the afternoon, and I accomplished quite a bit. I made some minor grammatical corrections and began to reconstruct the document's format. Donna Keto, the author of the document, said that this was a "document looking for a format." It should prove to be challenging.

January 15--Today was a good learning experience. I started out the morning working on the *IFS* document. Cliff and I talked about a few changes. I basically was putting the document into a format. The document is coming along, although there are files missing and I will probably have to re-enter the text myself. At about 2:00 I had to put the document on hold because Cliff came in with a document that urgently needed editing. It had to be turned in at the end of the day. So Dave Leibfritz and I worked on the changes and got it done. It was my first finished project!

January 16--Well, I guess that Dave's document is not my first finished project. He made some more changes last night after I left. (I guess deadlines do not mean much around here sometimes.) I did not work on the changes right away though. I started out working on the *IFS* document. I did more of the same type of work on it. After a couple of hours I looked at Dave's document one more time and corrected it. This time it was my first completed project. After doing some more work on the *IFS* document, I created the file for this journal, which I modeled after Gretchen's, and entered the entries that I had written on paper. Busy day!!!

January 17--I can't believe that it is already Thursday night! This week flew right by. Today I continued with the *IFS* document, and I was right about having to add the missing text to the document. I spent most of the afternoon

adding the missing pages. It is starting to look much better. Someone in the building today thought it would be fun to give me a heart attack. I was in the middle of working on the *IFS* document, and everything was wiped off my screen! I thought I lost the whole thing, because when I tried to look for the file a message said that my disk was gone. Then when I logged off and back on, it said that I was not in the directory. Ugh! I was terrified. It eventually turned out that I was having cylinders of space added to my account, but no one bothered to tell me that my disk was going to be pulled. What a day! Thank God tomorrow is Friday!

January 18--Well, this morning was really fun. Because of the war in the Gulf, Argonne has increased its security measures. They are searching all visiting cars and everything in them. All of the interns are considered visitors, oh joy! Well, I suppose it is for our safety. I continued working on the *IFS* document today. I am getting close to finishing, but the printer has been down all day. I did not get a chance to see how everything looks. In the afternoon I experimented with PageMaker on the Mac. It is pretty neat, but for some strange reason I really like Script. Well, today is Friday. I am hoping that on Monday I will have a hard copy of the *IFS* document for Donna Keto to look at.

Week Three

January 21--Today was a typical Monday. The printer was still on its weekend break. It finally decided to come to work around 11:00. Cliff will not be in this week, but I feel a lot more confident about being here without him now. Besides, Marydale and April are very helpful and patient with me. I spent most of the day trying to reorganize a table in the *IFS* document. I did get it finished near the end of the day. I also received my weekly log report sheets from Dr. Adrian today, so I filled out the ones for the last two weeks. Tonight I am going into the City with my roommates and some other interns. It should be a good time.

January 22--Today seemed to last forever! I am still working on the *IFS* document for Donna Keto, and today everything that could go wrong with it did. I spent most of the day (with a lot of help from April) trying to get the last ten pages of the document to print out correctly. The table that I had to reformat was messing up all of the pages that followed it. So, my glossary would not come out right. After commenting out almost all of the lines that Donna put in, we finally got things to work out right. After the first few breakthroughs, things started to come together pretty quickly. I should have the copy ready to go in a few days. I know, I know, I said it would be ready today. I was not anticipating all of the problems that arose. Tomorrow should go more smoothly, since the end of the document is taken care of.

January 23--Today I continued working on the *IFS* document. I had a run in with a spider last night (I am allergic to spider bites), so I had to go over to the medical center and get a shot of Benadryl. After lunch I asked Cliff a few questions about the document, and I also asked Donna Keto a few things. I put the document aside after that to start on a document called *Quality Assurance Plan for the Computing and Telecommunications Division*. I am not sure if the files were transferred into my account or into Marydale's. I am going to wait and work on it with her tomorrow. I did add a few paragraphs of text though. Tomorrow I hope to wrap up the loose ends on both documents.

January 24--Today was another day for learning. I had to transfer the *Quality Assurance* document because it was a PostScript file and not a Script file. It was a long drawn out procedure that took most of the day. Consequently, I did not get to actually edit any of the material. I am taking the day off tomorrow, so I will take the text home with me and look at it. That way I can have it ready to edit on Monday; Jean Troyer is anxious to get it back.

January 25--I worked late a few days this week so that I could have the day off today. I am going to Muncie for the weekend.

Week Four

January 28--Today I started to edit the text that I added to the *Quality Assurance* document. It needed a lot of editing. However, it went pretty quickly. I just need to go see the author and ask her some questions before I can finish. I also went and got my first paycheck today, yippie!

January 29--Today I finished the revisions on the *Quality Assurance Plan* for Jean Troyer. I even got it to print on both sides of the paper! I had to go up and ask her a few questions before I could finish it, but they were not anything major. That is really all I worked on today. Tomorrow I will go back to the *IFS* document.

January 30--I went back to work on the *IFS* document today. I spent the whole day working on the table that has been giving me so much trouble. Cliff and I must have printed that table a hundred times. We finally got it to work out around 4:30. I do not think that I want to look at that table for a long time! We had a lot of problems with the tab settings and with the font that the table was in. After a lot of trial and error, we finally got it right. At 4:30 Cliff gave me a graph to recreate in Freehand on the Mac. All I did before I left is play a little with the Freehand program.

January 31--Today was a real bear. When I got in this morning, I started to recreate the graph that Cliff gave me yesterday. Several people came in and questioned what I was doing. When I told them, they couldn't believe it. I did not know why, but apparently there was an easier way of doing it. There is a way to copy (scan) the picture onto a disk. Then all I would have to do is draw over the original, using it as a guide. However, it was not as easy as they said. I guess I will just have to play with it until I can get it right.

*February 1--*I was ill today.

Week Five

*February 4--*Today was another fun filled day on the Mac, ha! I spent all day trying to get the data on the graph correct. I do not think that I can get the data close enough to the real numbers.

Anyway, Cliff says that if I really can't get it right he will send it to Graphic Arts. I hope that he does, because I am getting very frustrated.

*February 5--*I started to work on the graph first thing this morning. After a while, however, Cliff finally decided to send the graph to Graphic Arts. I was not heart-broken! I finally had a chance to return to the *IFS* document. I should be finished with it tomorrow. Donna Keto would like to use it for a class this month. If she does not have too many changes, it is possible that we can get it to the printer before she needs it. I only have a few minor corrections to make tomorrow, and I also need to paste in two appendices.

*February 6--*Today I finished the *IFS* document. I expected to get it to Donna before lunch, but I had trouble getting the table of contents to print out correctly. I finally had to create a new font for the index. I gave the document to Donna Keto about 2:00. The rest of the afternoon I worked on my midterm for Dr. Adrian. Cliff was gone in the afternoon, so I did not know what to start next.

*February 7--*Today I started on a new project. Since we have been transferring files a lot lately (with a lot of trouble), Cliff decided that we need a document explaining how to perform each file transfer. I am rewriting some notes from a folder about the transfer procedures. My name is going to go on the title page as an author, how exciting! It will probably take me a while to compile all of the information, because there are several different versions of each procedure. I will have to test each one.

*February 8--*Today I resumed my work on the transfer document. It is going pretty well. I have worked through the existing files and changed them to meet my needs for a TM. I am now in the process of setting up some type of format for the document; so far so good!

Week Six

*February 11--*Today I resumed my work on the transfer document. It will be called *CTD Procedures for Transferring and Maintaining Word Processing Files*. I tried out one of the procedures on the Mac and it did not work. However, I found out what was wrong and I corrected the procedure in my document. I will probably be getting more to add to the document. Right now it needs to be shaped up a little bit and the procedures need to be tested. Cliff talked to Donna Keto last week about the *IFS* document. He wants to turn it into a TM and she does not think that her division wants to. I guess for now we are going to leave it as is, but eventually make it into a TM, probably over the summer.

*February 12--*I continued working on the *Procedures* document today. Cliff is thinking of adding some more procedures. There are several procedures that are on the list, but they are not written out in the file. I guess that I will have to do some research on them.

*February 13--*I spent most of the day writing my midterm paper and playing with the Macintosh.

*February 14--*Today I spent all day doing odds and ends for Cliff. I also got into a heated literary discussion with Cliff and Marydale about the books that I might have to read for 19th Century British novels.

*February 15--*Today I worked a little more on the *Procedures* document. I need to start doing some research on the procedures that I don't have yet. So far the project is going pretty well.

Week Seven

February 18-21--Well, I was stranded in Muncie all week. My car went into a ditch on the way to Munice, and the radiator died. It was snowing like crazy, and the roads were extremely icy. I should not have gone. I had to stay in Muncie until they could fix my car, which turned out to be Thursday.

February 22--While I was gone this week, the *IFS* document came back from Donna Keto. Cliff made a few changes so that Donna could use it to teach her class. It still had a few revisions when I received it. I got it back to her today. After working on that, I continued with the *Procedures* document. On Monday I will talk to Cliff about what else we are going to include in the document.

Week Eight

February 25--This morning I continued working on the *Procedures* document. Jean Troyer called around 10:30 to say that she had some more revisions on the *Quality Assurance Plan*. I tried to transfer her text from the Mac to CMS, but something was wrong with the Ethernet. So, I worked on as many of the revisions and small additions that I could. Mike Boxberger wants Jean to have a draft completed at the beginning of the month, which is in five days. Even if I get all the revisions done, she will probably have more additions. I do not know if we will be able to meet the deadline. I guess we will have to wait and see.

February 26--Today I continued to work on Jean Troyer's document. It is an even bigger mess than what I expected. I hope that I can get it done for her tomorrow, but I am having a hard time deciding on some of the inconsistencies.

February 27--Well, the *Quality Assurance Plan* is turning out to be a real nightmare; Gretchen was right. It is so full of inconsistencies that I

am going crazy trying to figure out which way is correct. I guess that I do not know enough about people's titles around here to understand what Jean is talking about. I hope she will be able to help me out tomorrow. However, she likes to throw in titles of people and documents that she is guessing on herself. I am going to take the document home tonight and try to make some sense of it.

February 28--I tackled the *Quality Assurance Plan* again today. It actually seems as if I was progressing today. There are still more titles that I need to research, but I am getting a lot closer.

March 1--I didn't work on the *Quality Assurance Plan* today, because Cliff gave me a "rush" project to work on. It was two brochures that Mike Boxberger wanted fused together. It was a lot harder than I expected it to be. Also, since I don't work on the Mac much, I was slow performing some of the more difficult moves. However, I was very close to finishing at the end of the day. I will get it back to Mike Monday morning.

Week Nine

March 4--I finished the brochure for Mike about noon. I took it up to his office and he returned it to me right after lunch. I made his corrections, additions, and deletions. When I finished with the brochure I returned to my work on the *Quality Assurance Plan*.

March 5--Once again I worked on the *Quality Assurance Plan* today. I am starting to hate it more and more each day. Today I spent more than a half an hour looking for the title of one document. Since I have found so many titles that are wrong, I have found myself not trusting any of them. So, I am looking every one of them up. So far it has not proved to be a useless task. I hope that it stays that way. I do not want to do all this research for nothing!

March 6--Well, I discovered today that I am not doing all the research on the *Quality Assurance Plan* for nothing. Everything that I have looked up has been wrong. I feel a lot better about the document today, even though I ran into some problems. The problems are big, but they seem to have simple solutions. All in all, I have had a very productive day. The document, although it has quite a bit of work left, is shaping up.

March 7--I worked on the *Quality Assurance Plan* today, of course. It is actually very close to being done. Jean is sending her final revisions on Monday, and she wants me to try and get it back to her by Thursday.

March 8--I spent all day working on the *Quality Assurance Plan* again. Jean wants it done Thursday so that she can review it and send it out for formal review on Friday. I will be glad to be done with it for a few weeks.

Week Ten

March 11--Today Jean Troyer brought down some more revisions for the *Quality Assurance Plan*. I shouldn't have any problems getting everything done by Thursday (knock on wood). I told Cliff and Marydale that when it is published we will have a document burning party.

March 12--The *Quality Assurance Plan* is almost finished. I will be giving it to Jean tomorrow. Cliff wants me to start a new project. It will be a compilation of research papers called *Computational Research at ANL: FY 1991*. Cliff is anxious for me to get started.

March 13--Today I finished the *Quality Assurance Plan* for Jean. I stayed a couple of hours late so that I would have it done. Cliff and Marydale asked me to go to New York to a conference with them. I would help out with the workshop that they are giving. Maybe if the airfare isn't too much...

March 14--Jean sent back the *Quality Assurance Plan* with about three changes. I have it finished. It just needs to be duplicated. I sent it over to building 201 to the fast copy center. I hope it will be done in the morning. I also got my plane tickets for New York today!!! I am really excited about the conference. The tickets were cheap, and I am going to stay with Cliff's daughter. It should be awesome, considering that I am going to help with the workshop.

March 15--I returned to my work on the brochure for Mike Boxberger today. I received comments from Mike and Fred, so I made the revisions.

Week Eleven

March 18--I worked on the brochure all day today. However, it really is not a brochure anymore. Mike decided that all he really wanted was the text and a few figures at the end. It did not need to be formatted nicely, because whoever he is giving it to is just going to enter the information where they want it. So, I made a beautiful brochure for nothing. I spent most of the day reformatting the text into one column. Now I need to get the figures updated.

March 19--I made a few more corrections on the brochure and gave it to Mike today. I tried to get Bob McMahon to update the figures, but I couldn't find him. I hope he will get them to Mike in time. I also started on an addendum today. It has to be done tomorrow, but it is only five pages.

March 20--Today I worked on the addendum for Dave Leibfritz. It is an addendum to the *ANL Supplement to the CA-Disspla's User's Manual*. I have the editing done. I am just waiting for Dave to create a new figure. It is really short, so we are going to send it out for review for just a few days. We should get it back Friday and send it to be printed on Monday.

March 21--Today I approached Cliff about staying here for another semester. He said that Argonne would be crazy not to keep me, but he is not thrilled with the idea. He thinks that I should go to grad school right away. I am still not sure what I want, so I would like to take the year to do some more work and decide where I want to go for grad school.

Today Dave and I addressed some of the comments from the review of the addendum. We may not have it to Graphic Arts on Monday, but we will have a draft copy for Dave to use in his class on Monday. It is taking longer than expected because everyone made changes to the part that was not revised. We wanted them to just look at the last six pages.

March 22--I finished editing the last six pages of the addendum so that Dave could use them for his class. The addendum will have to be totally re-edited. The reviewers decided that the whole addendum needs to be updated; we were not expecting that to happen. At least I finished what Dave needed. I also decided today to stay next semester.

Week Twelve

March 25--Today I resumed my work on the *Procedures* document that I started to write at the beginning of February. Cliff and I briefly talked about what to add to it. I added a section about the VAX from another ANL/TM. We are going to talk some more today about the scope of the document. Cliff would like me to finish a project that included my name as an author on the title page. I would also like to finish the project.

March 26--I worked a little on the *Procedures* document today. However, I came to a standstill in the afternoon. Cliff and I have not exactly decided what the scope of the document will be, so I was stuck without anything else to add. I asked if he had anything else that I could work

on. He gave me a project that Marydale does not have time for. It is the *Guide to Computer Graphics at ANL*. I am going to finish up some of the writing and rearranging. My name will appear as a co-author. It is going to be a very challenging project, because I am not familiar with the graphics programs here. I have a lot of research to do to finish writing the introduction chapter (Chapter One).

March 27--Well, Cliff thinks that I can write an introduction chapter using the one from an old version of the document as a reference. So, today I keyed in the information that I thought would be useful.

March 28--I went through some of the material for the *Guide to Graphics* today. We also met with Chris Opitz today to talk about the conference in New York. She is a former intern that will be helping with the workshop. I think that we basically have things set up.

March 29--Today I spent the day working on the *Guide to Graphics*. It is coming along well. I need to meet with Marydale and Fred about what the introduction should contain. Cliff also said that the Computational Research project has been put on hold. He does not know when it will resume. Maybe I will get to work on it next semester.

Week Thirteen

April 1--Today I spent a little while in the morning calling for Grad school applications. Then I went to work on the *Guide to Graphics*. At the documentation meeting, Fred decided that Marydale and I should meet with him and discuss the introduction I am writing.

April 2--This morning I met with Fred to talk about the *Guide to Graphics*. He gave a few reactions and decided to keep the draft and mark it up. I spent the rest of the day working on my section of the workshop for the conference. I

need to create an exercise on audience awareness. I am also preparing some material on jargon, just in case we have time to cover it.

*April 3--*Today I began the day working on the *Guide to Graphics*. I need to discuss some things with Marydale. Fred returned the document with a lot of changes and suggestions. Fred also gave me a small project to work on. It is a survey that needs to be filled out; he supplied the information.

*April 4--*This morning I worked on the survey. I finished it and returned it to Fred. I also spent some time working on the *Guide to Graphics*. I was pretty busy. Fred returned the survey at a quarter to four, and he wanted me to finish it before I left. I did, but then he decided that he wanted the survey single spaced (it was double). When I changed the spacing, it messed up the lines. I had to leave him a note saying that I would finish the survey in the morning.

*April 5--*I finished the survey for Fred by 10:30. The rest of the day I worked on the *Guide to Graphics* and caught up on my journal entries.

Week Fourteen

*April 8--*Well, today started out smoothly and ended up being a little hectic. This morning I worked on my material for the conference. I am going to take it home and get most of it done tonight. I think that I will probably stay late either tomorrow or Wednesday to finish it up. In the afternoon I started to work on the *Guide to Graphics* again. At 2:00 I went to the documentation meeting. It was a tense meeting. Everyone seems to be busy and overloaded. Fred and I decided to have a meeting about the addendum to the *ANL Supplement to the CA-Disspla's User's Manual*. I have already revised half of the addendum for a class that Dave is teaching. However, the reviewers felt that the whole addendum needs to be revised. We are going to meet Wednesday and discuss what needs to be changed.

I am still waiting for Jean Troyer to return the *Quality Assurance Plan*. She was supposed to have it done two weeks ago. The *Guide to Graphics* is coming along. I have finished several small projects lately, and I am working on a few more still. I am glad that I have decided to come back in the fall.

*April 9--*Today I finally finished the survey that Fred had me working on. I hope he will send it off so I do not have to look at it anymore. Cliff gave me a document that needed a low-level edit. However, it looks like it may turn out to be more than low-level.

*April 10--*Today I gave the low-level edit back to the author (Vern Tantillo) to look at. Most of the mistakes are just the same ones repeated over and over. I also worked a little on the *Guide to Graphics*. I spent the last half of the afternoon working on the workshop material. The meeting for discussion on the CA-Disspla addendum was cancelled.

I am returning to Argonne on August 5th for the fall internship.

*April 11--*I spent almost the whole day working on my section for the workshop in New York. We also had the addendum meeting today. It was very productive; I think that the editing will go much smoother now. Pete and Mike are going to write a couple of sections that need to be added, and the other changes were agreed upon.

*April 12--*This morning I started to work on the revision of the addendum. It is going pretty smoothly. I really just need to get the sections that Pete and Mike are writing. When I get back from New York, it shouldn't take more than a week to get it out for review. Jean Troyer says that she will try to get the *Quality Assurance Plan* back to me soon. I am leaving for New York tomorrow. I am pretty excited. I will be back to work next Monday (April 22).

Week Fifteen

April 15-19--I spent the week in New York City attending a conference on technical communication. On Wednesday we (Cliff, Marydale, and I) presented a workshop on teaching technical writing skills in the workplace. I also attended several sessions about various aspects of technical communication. The conference was a little disappointing, because some of the sessions that I attended were poorly presented. However, I did attend two that were very good.

I also did quite a bit of sightseeing. I spent a lot of money on food and books. I went to Ellis Island, 5th Avenue, restaurants, bars, etc. It was a very exciting week!

Week Sixteen

April 22--UGH!!! Today I am back to work after my week in New York. It is not easy to get back into the grind. I spent most of the day trying to figure out why PageMaker wouldn't work on the Mac. I finally figured it out in the afternoon. I worked on the *Guide to Graphics* and on a file transfer.

April 23--Today I spent the whole morning trying to transfer a file. There is something wrong with the Mac again. I finally got the file to transfer on someone else's Mac, so I know that I am doing the procedure correctly. I do not know what is wrong with my Mac, but it is a real nuisance. I also worked on the *Guide to Graphics*.

April 24--Cliff read over the *Guide to Graphics* today and gave it back to me with some revisions. The document also needs a lot of work on the format. I also started on my final paper for Dr. Adrian. I need to get it to him by May 3, which is the last day of finals at Ball State.

April 25--Today I spent the whole day shaping up the *Guide to Graphics*. Marydale and Cliff made some minor comments and suggestions. I spent a lot of time formatting the table of contents. It looks pretty good now. I will be giving it to Fred in the morning.

April 26--Today I gave the *Guide to Graphics* to Fred to look at again. We are going to meet on Monday to discuss it. I worked on my final for BSU for about half of an hour. After lunch, I started working on the file transfer document again (the one I started at the beginning of the semester). I need to find out some more about transferring files from Achilles to CMS and vice versa.

Week Seventeen

April 29--Today I worked on the file transfer document. I am rearranging some of the chapters and splitting some of them in two. It is going pretty well. I also finished my final for Dr. Adrian. My meeting with Fred was cancelled.

April 30--I was sick today.

May 1--Today I did some more formatting on the *Guide to Graphics*. Fred said that he might be able to get his comments back to me at the end of the week. I also worked on the addendum today. Pete made his additions; I am just waiting on Mike.

May 2--Today I started working on my final for DEP. I also have to give a presentation to some people in the division on May 8th. Dr. Adrian will be coming here for that. I spent the afternoon working on the addendum.

May 3--Today I worked on my final for DEP. I also received the low-level edit back from Vern today. It only has a few problems. Today will be my last journal entry, because I am sending out my final on Monday.

Fall Semester 1991 Week One

*August 12--*Today is my first day back at Argonne. My old office has been confiscated and I am being placed in an office with John Jasunas. There is not a mainframe terminal hooked up yet, and I am not going to have my own Mac this semester. I spent the morning filling out forms in DEP. When I returned to my office I received a project to complete in Free-Hand. It was a flow chart for the *Site Strategy Survey*. I worked on it when I could get my hands on a Mac. I spent the rest of the day looking for all my stuff, cleaning out John's junk from my desk, and talking to Dave Lifka about a project that I will be working on with him. Well, I am back for another semester and nothing seems to have changed much.

*August 13--*Today Dave and I talked about *Using the Central VAX 8700 Computer at ANL* (ANL/TM 455, REVISION 2). We will be changing the name to *Using the Central VAX Cluster at ANL*. Dave mostly has things to add and some minor changes. The original document was pushed out very quickly and it needs to be looked over carefully. Today all we did was talk about it because my terminal is on the fritz. It was hooked up today, but it is not working. I hope it will be ready tomorrow.

*August 14--*Well, Jim Lewellen came by today to look at my terminal. He is going to see what he can do to get it working. I worked on the Mac some more today. I was recruited to do some odd jobs for Marydale and Karen, some charts and diagrams. I also started editing TM 455. I do not think that it will be much of a hassle. (I hope not, at least.) My terminal finally hooked up late in the day. I had to get TM 455 off of tape, so I did not get a chance to do any editing on the computer today.

*August 15--*Today I finally started editing TM 455 on the computer. Dave has rearranged several chapters and made changes on the first few chapters. We are going to work on one chapter at a time. When we have a rough draft, we will hold a meeting for ideas on what else to change. We are also going to try to meet a couple of hours every day.

*August 16--*I made a lot of progress on TM 455 today. Dave gave me a lot more changes. It is keeping me very busy. The last half of the day was ridiculous. Marydale had a virus on her Mac that had been given to Cliff's and April's Macs as well. We had to disinfect all three Macs. And if that wasn't bad enough, Marydale had put every disk in her office (around 50) into her Mac in the last couple of days to look for a missing file. So, I spent the last part of the afternoon disinfecting all of them. What a Friday. Brett is a savior for calling to tell me that he is taking me out to dinner!

Week Two

*August 19-23--*Brett asked me to marry him over the weekend!!! It was the best weekend of my life. But, I also came down with a bad cold. (I hope that is not a sign!) I did not go to work Monday or Tuesday, and I only stayed for half a day on Wednesday and Friday. Thursday was my only full day of work. So, I did not accomplish a whole lot. I worked some on TM 455, but Dave was having a hectic week and I was gone, so we did not meet very much. I also was given an addendum to start on, and I ran off the *IFS* document for Donna Keto. Friday my paycheck was short, so I stuck around until it was straightened out. It was not a very productive week.

Week Three

*August 26--*Well, I am finally feeling much better today. Mike Gomborg wrote a chapter for TM 455 and left it for me last week. I looked over it today and made some changes. I did not meet with Dave because he was gone all afternoon. We had a documentation meeting today that went well. In the afternoon I took some time to work on my independent study class. I hope that Dave and I will find time to meet tomorrow.

*August 27--*Today Dave and I met to discuss TM 455, and we got quite a lot of editing accomplished. I worked the rest of the day on the changes and the additions. It is coming along. Once we have a fairly corrected document, we are going to pass it out to a number of lucky people and have a meeting to discuss their ideas.

*August 28--*I was very busy today. I spent the whole day working on an addendum for Mike Thommes. I also was given a project to work on for Fran and Mona in User Services. It is mostly just entering text. I completed the addendum and I am just waiting in Mike to find out a few dates to add.

*August 29--*Today I worked on the play-scripts (examples of procedures) for User Services. Whoever set up the driver file did so in a confusing and inefficient way. I spent most of my day trying to get the commands right in that file, but they are still wrong. I also reviewed four brochures for Cliff and Marydale. All in all it was a very productive day.

*August 30--*I worked on the play-scripts for User Services again today. I think that I have the commands right now. All I have to do is enter in the rest of the text. I saved Cliff and Marydale's lives today by discovering that there was a virus on a disk that they were sending to Graphic Arts. I was rewarded with an early dismissal.

Week Four

*September 2--*Labor Day

*September 3--*Today I finished up some of the play-scripts. I just need to look over the editing job that I did and discuss my changes with Fran. I also met with Dave this afternoon about TM 455. We got a lot accomplished; I am meeting with him again on Thursday. The document is coming along nicely at this point. However, no one has really seen it but Dave and me. We will see how smoothly it ends up running when others get their hands on it.

*September 4--*Today I made the corrections and additions that Dave and I talked about yesterday. I tried to help Cliff and Marydale with a transfer problem that they were having with PageMaker, but I did not know any more than they did. Cliff and I talked about my thesis in the afternoon, and I think that I have finally decided on a topic.

*September 5--*Today I spent all day working on the projects for User Services. I finally got all of the commands correct (with help from April). I just have to ask Fran about a few sentences that I could not read.

*September 6--*Today I worked on my thesis project. I started to outline the brochure part of the project. I set up some of the sections and wrote about a page of text. I also worked on the format of the brochure.

I also discovered today that there was another virus on Marydale's Mac. Cliff and Marydale were gone today, so I will tell them about it on Monday. I disinfected the hard disk, so I hope things will stay normal for a while (but I know that it is a lot to ask). I will suggest that they get someone down here to look at the Mac.

September 9--This morning I tied up some loose ends with the four projects that I am currently working on (the TM 455 revision, the play-scripts for User Services, the addendum for Mike Thommes, and the process of making Donna Keto's document into a TM). By 11:30 all of the documents were with other people, so I was at a standstill. In the afternoon I went to the documentation meeting and then I went to the library to research grad schools.

September 10--Today I looked over some of the chapters in TM 455 for formatting errors. Cliff says that the first version of the document was put out very quickly, and it had many errors. I am trying to edit it very heavily. I was supposed to go to a colloquium about Chernobyl today, but it was cancelled.

September 11--Today I worked on TM 455. Fran and Mona gave back the projects that I was working on for them (the play-scripts). They had a few more changes. I will try to work on them on Friday.

September 12--Today I continued with my heavy edit of TM 455. It really does have a lot of grammatical problems, but nothing too discouraging. I spent the whole day going through each chapter closely; I got through the first four chapters. I also met with Dave for about an hour in the afternoon. We are having a meeting on the 23rd for input on the document.

September 13--I once again worked on TM 455 today. It is coming along pretty well. I have questions for Dave every now and again.

I had sent a resume to another division here at Argonne about a week ago, and a woman from that division (Mary Warren) called me to go to lunch with her. She also requested that I send her some samples of my editing in CTD. I am sending her two chapters from TM 455.

Week Six

September 16--Today I pretty much just worked on TM 455. I spent part of the morning correcting some mistakes on the samples that I am sending to Mary Warren.

September 17--Today I spent most of the day trying to get through TM 455. I need to get copies out to the people who are going to be at the meeting Monday, so that they can look at the text and bring their comments and questions with them.

September 18--Today I once again worked on TM 455. I will have it ready to send out tomorrow.

I also had my lunch interview with Mary Warren today. She seems to think that they need someone with a scientific background. Of course, I believe that if you have a good grasp on language, you can edit anything. She does not want to train someone to edit scientific material, and I think that you learn that stuff as you go along. Anyway, we did not agree on anything, and I do not think that she will be calling me again. Oh well, it was just my first interview. I am not going to be discouraged by someone I believe is wrong.

September 19--Today I finally got TM 455 out to the reviewers for the meeting on Monday. Mike Thommes formally protested (I'm serious), because he does not think that there is enough time to read the document by Monday. I tried to explain to him that for Monday he just needs to look over it to see what is missing. He said that he can't tell me what is missing unless he reads the document. We were thinking more along the lines of looking over the table of contents. But if I tell people to just look through the table of contents, that is all they will do. I would like them to do more. Anyway, Dave said not to get too worried about it. I guess (no, I know) that Mike will voice his opinion at the meeting.

September 20--Today I worked on a form that Karen wanted me to update. I finished it early and gave it to Mike Boxberger. I also made the corrections on the documents that I sent to Mary Warren as examples of my work. (She corrected them!)

Week Seven

September 23--This morning Dave and I had our meeting for input on TM 455. It went very well. We gathered a few ideas, and gave the reviewers some sense of what we needed them to do at this point. I made some more changes to the document after the meeting.

September 24--Today I worked on my thesis project for about an hour in the morning. I spent the rest of the day working on TM 455 and Donna Keto's document.

September 25--I once again worked on TM 455 today. I went through the end too quickly the first time, in order to get it out to the reviewers before the meeting. So, I am now going through it more carefully. That is all that I did today.

September 26--Marydale and Cliff left today for a week. They went to New Hampshire to get married. They will be gone till Thursday. I worked on TM 455 all day. I am done with it until I get back some of the reviews. Tomorrow I will do some of the small projects that Cliff asked me to work on while he is gone.

September 27--I did not get to work on much of what Cliff wanted me to do today, but I did get corrections back from Donna Keto on her document. Now we need to write a preface and acknowledgements. I spent the rest of the day working on TM 455.

Week Eight

September 30--I worked on TM 455 all day. I did not have any trouble with it.

October 1--I spent most of the day working on TM 455. I also pulled out the transfer document that I started on last semester. I need to talk to Mike Minkoff about some procedures. I am not feeling too well today, but I do have a doctor's appointment after work.

October 2--I stayed home sick today.

October 3--Well, I came back to work today. Cliff was also back today. I gave him an update for the time that he was gone. I also worked on TM 455. I asked for tomorrow off to go to Wisconsin for the weekend.

October 4--Took the day off.

Week Nine

October 7--I had a pretty full day today. In the morning I worked on TM 455. I went to a meeting at 10:30 about a Digital Corporation product that allows users to transfer programs through any system. After lunch, we had our documentation meeting. I spent the rest of the afternoon editing TM 455.

October 8--Today I finished up all of the editing that I can do on TM 455. I am now at a standstill until I get the comments back from the reviewers. The first appendix in the document was a mess, but I think I have it under control. I also went to a speech on technical writing this morning (after I spent an extra 45 minutes getting to work because of an over-turned semi full of tomatoes). I am hoping that Cliff will look at TM 455 tomorrow and get it back to me. I will probably restart the research that I started last semester on the transfer document.

*October 9--*Today I started out working on the appendix in TM 455. It was in terrible shape. I spent the rest of the day working on my senior thesis. I really want to get a progress report to Dr. Adrian soon to see if I am on the right track. I also need to start on the research paper that I have to do for my 231 class. I don't even have a topic yet.

*October 10--*Today I transferred my journal from CMS to the Mac, then I imported it from Microsoft Word to PageMaker. (I guess that I do not have to worry about how those two procedures work.) I spent the rest of the day working on the procedures document (except an hour that I spent at a follow-up meeting to the meeting that I went to Oct. 7 about the Digital product).

*October 11--*I am so glad that today is Friday, although the week did go by pretty fast. I helped Marydale today with a few odd jobs that she needed to finish. I also worked on my Midterm Progress Report for DEP. We (Marydale and I) did not get much work done because we were listening to the Clarence Thomas hearings.

Week Ten

*October 14--*I received comments back from Barry Miller and Rich Raffanetti on TM 455 today. I looked through them and sorted them out. I will need to sit down with Dave and decide which comments need to be taken seriously. I spent two hours in the afternoon (from 3 to 5) in a meeting about the Tiger Team that the whole division had to go to.

*October 15--*Today I made most of the corrections to TM 455 that Cliff marked on his copy. It took me the entire morning. Then I spent the whole afternoon with Dave going over Rich's changes.

*October 16--*Today I spent the whole day going through Rich's comments. I still did not finish making all the changes. Tomorrow I will send out another memo to the three people that have not given back their reviews.

*October 17--*Today I spent the morning finishing up with Rich's comments on TM 455. In the process, I found that there is another major problem with Appendix A. There are a bunch of commands in the appendix that are not really commands; they are options. So, they have to be written differently. I took care of that also. In the afternoon I worked on two forms for Mike Boxberger that are going into Karen's document. I also wrote my midterm progress report that is due tomorrow.

*October 18--*This morning I helped Karen and Cliff with a document that they wanted to get done today. I started to work on TM 455, but Cliff and Karen needed my help again after lunch.

Week Eleven

*October 21--*Today I took a day to really work on my thesis project. My project is going to be a handbook to the technical writing and editing internship. I will incorporate my experiences with what I think it is important for a student to know before they start the internship (the things that I wish I had known). Cliff was sick today. I am still waiting for Mike and Pete to give me back their comments on TM 455. The document probably could get done soon if they would give me their comments.

*October 22--*I worked on TM 455 today. I have most of the loose ends taken care of, but I am still waiting on a couple of reviewers. Cliff was sick again today.

*October 23--*I met with Dave today to discuss TM 455. Barry wants to add a new chapter, and Dave thinks I can write it. He is going to give me newsletter articles to use.

October 24 and 25--I was sick. I must have caught it from Cliff!!

Week Twelve

October 28--Today I sent out another memo to the people who have not given me back their review of TM 455. In the documentation meeting today, I said that we might be able to send it out for review in two weeks. I hope that we can. I also got a message from Donna Keto saying that her boss does not want to turn the *IFS* document into an ANL/TM. I wish that they would make up their minds! Cliff sent a note to Donna's boss. He is trying to persuade them to change their minds. The rest of the day I worked on TM 455.

October 29--Today I had to attend an office safety class. It lasted from 9:00 to 10:30, which was a waste of most of my morning. I then spent from 11:00 to 12:00 helping Claudette transfer a file from the Mac to CMS. Something was wrong with her Mac, and we had to ask Dave Lifka to help us. In the afternoon I created a matrix for an emergency project that Cliff and Marydale were working on. The project was for the Division Director--the big cheese.

October 30--Today I sent out yet another memo to the delinquent reviewers. In the memo, I gave them tomorrow as a deadline. Mike Thommes decided not to comment this time; he is going to wait for the next review. I did spend a couple of hours talking to him about what he thinks should be included. I also spent a while checking on the status of some documents for Cliff. We had a division meeting in the afternoon.

October 31--This morning I went back to the play-scripts for User Services. I had forgotten that I had them, and so did Fran. I finished them, and Fran said that she will probably have more for me. I caught up on my journal entries in the afternoon and worked on another play-script that I found.

November 1--Today I checked into some of the concerns that Mike had about TM 455. We have included most of the things that he thought were important. I still need to check with Dave about a few things. In the afternoon I helped Marydale with a document that she wanted to get out.

Week Thirteen

November 4--Marydale and Cliff are sick today, so I worked on my thesis project. I think that it looks pretty good. It is not really long, but I am not so sure that it matters. I did a lot of formatting to show how we use the computer (I am using PageMaker on the Macintosh) to make the document pleasing to the eye.

November 5--I spent the whole day working on the play-scripts for User Services. I have been working on several that Fran wrote, and today Jan asked me if I could do one that she wrote. The driver files are so messed up that they are driving me crazy! I think that April (because she is the expert in Script/GML) should write a new file and everyone should be forced to use it.

November 6--I worked on the play-scripts again today. I finished Fran's at the end of the day. Jan keeps changing hers and adding new sections.

November 7--Fred thinks that Fran's play-scripts look good. Jan had some more changes on hers this morning. I worked on it all day. I ran into a problem trying to get an ordered list to work, so I had to have April help me. She couldn't figure out what was going on either, so I ended up doing the list manually.

November 8--I spent the morning proofreading a document for Marydale. I went back to the play-scripts in the afternoon.

Week Fourteen

November 11--I finished Jan's play-script today and gave it to Fred. I also sent out quite a few resumes today. In the afternoon I helped Karen with a document.

November 12--This morning Fred returned Jan's play-scripts with some changes. I made the corrections and gave it to Jan to look at. I also met briefly with Dave today to discuss TM 455. We are going to meet longer tomorrow and really get some work done. I caught up on my journal entries and worked on an addendum.

November 13--Today I wrote a section for TM 455 and met with Dave. He gave me sections to write, newsletters to add, and corrections to make.

November 14--I worked on the pieces that Dave asked me to write. April is gone this week, so I have to wait until Monday to get the newsletter articles.

November 15--Today Claudette asked me to create two forms for her. I created them in PageMaker (which she does not have). I spent most of the day working on those.

Week Fifteen

November 18--I had a job interview in Chicago today.

November 19--Today I worked on TM 455. I added two newsletter articles and altered them to fit the document. I also began writing a few sections. The author invited me to put my name down as a contributing author.

November 20--Today I started my final edit of TM 455, chapter by chapter. Dave is looking at it bit by bit. I have the first few chapters completely finished.

I was called back for a second interview today.

November 21--My interview took up most of the morning. When I got back, I continued working on TM 455.

November 22--I spent the whole day working on TM 455.

Week Sixteen

November 25--I worked on TM 455 again today. I have all but four of the chapters ready to go. The four chapters that are not done need sections from other people. I also need to add a newsletter article to chapter 12. I hope that I can at least get this document out for review before I leave.

November 26--Today I started to print the chapters that I have done. I did get Tom Canfield to write a couple of the sections that I needed from him. He said that he would work on the other ones.

November 27--This morning I corrected some minor formatting problems throughout the document. I left a little early for the holiday weekend.

November 28 and 29--Thanksgiving Break.

Week Seventeen

December 2--I was sick today.

December 3--I spent the whole day working on TM 455. I only have two incomplete chapters (7 and 12). These two chapters still need sections from Tom Canfield.

December 4--I spent the day writing a section for Chapter 12. I also had another job interview.

December 5--Today I worked on the loose ends for TM 455. It will go out for review the day I leave. This will be my last journal entry.